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INTERNAL EXAM GRIEVANCE CELL GUIDELINES

The Internal Exam Grievance Cell (IEGC) serves to address student complaints related to internal examinations, aiming to provide fair solutions and maintain academic integrity. Here are some guidelines to structure the IEGC effectively:

1. Formation of the Grievance Cell:

- **Composition:** Include faculty members (ideally diverse, from different departments), a student representative, and a coordinator designated by the Internal Quality Assurance Cell (IQAC).
- **Objective:** Address exam-related grievances with fairness, transparency, and confidentiality.

2. Types of Grievances Addressed:

- Grievances may include:
 - Errors in mark calculation or grade entry.
 - Alleged unfair evaluation or bias.
 - Issues in the question paper, such as ambiguity or irrelevance.

3. Procedure for Filing Grievances:

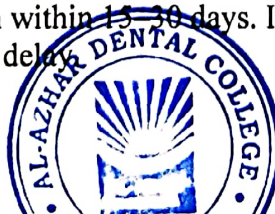
- **Timeline:** Allow students to submit grievances within a set timeframe (e.g., 7–10 days) following the release of results.
- **Submission:** Require students to submit grievances formally (online or in writing), with details like course name, exam date, and specific grievance points.
- **Acknowledgment:** Send a receipt confirmation within two working days of submission.

4. Investigation Process:

- **Initial Screening:** Verify the grievance's validity and eligibility.
- **Consultation with Faculty:** If necessary, discuss the case with the relevant faculty member.
- **Documentation:** Keep all records of the grievance process confidential and well-documented.

5. Resolution Timeline:

- Aim for grievance resolution within 15–30 days. If additional time is required, notify the student with a reason for the delay.



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6. Resolution Methods:

- **Re-evaluation:** Arrange re-evaluation of answer scripts when applicable.
- **Clarification on Question Paper Issues:** Address ambiguities or issues in question papers if they led to the grievance.
- **Unbiased Review:** If the grievance involves perceived unfair treatment, an unbiased faculty member may review the evaluation.

7. Communication of Outcome:

- Inform the student about the outcome and any changes via email or an online student portal.

8. Appeal Process:

- Allow students to appeal the decision within a specified period, with the appeal reviewed by a higher academic authority (e.g., department head).


9. Feedback Mechanism:

- Collect feedback from students on the grievance resolution process to identify improvements.

10. Annual Review and Reporting:

- Submit an annual report to the IQAC, summarizing the number and types of grievances, resolutions, and any recommendations for process improvement.




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